

T S3/FULL/62

3/19/62 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08339908 SUPPLIER NUMBER: 17878334 (THIS IS THE FULL TEXT)

On-line vs. off-line: understanding hotel access-control systems. (Technology)

Radell, Michael B.

Hotel & Motel Management, v210, n19, p98(2)

Nov 6, 1995

ISSN: 0018-6082 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1212 LINE COUNT: 00098

ABSTRACT: A wide array of access control systems are available on the market today. In general, these systems are either on-line or off-line types. On-line access control systems are distinguished by their ability to send data back and forth to a central location. On the other hand, off-line systems are not connected and information exchange is accomplished manually.

TEXT:

RANCHO DOMINGUEZ, CALIF. - An understanding of certain terminology is necessary in order to realize the difference between the numerous access control systems on the market today and how their different capabilities affect the daily operations of a **hotel**.

Basically, there are two different types of electronic **locking** systems available to the lodging industry: Real-time, or on-line access control systems and stand-alone, or off-line access-control systems. Although on the surface these two types of systems may appear similar, they are extremely different.

An on-line system consists of individual devices that have the constant capability of sending information (communication data) back and forth to a central location. The ability to send that information as it happens is called real-time.

A good example of a real-time on-line system is the telephone. When calling from Los Angeles to New York, voice signals are communicated back and forth through on-line systems in real time, as if the conversation were taking place with a person standing beside you.

Real-time vs. stand-alone

In comparison, an off-line system consists of individual devices that are not connected. Therefore, these individual devices are called stand-alone units. Because stand-alone devices are not interconnected, they lack the ability to communicate in real time. Any type of information exchange between devices must be accomplished manually by walking to the device (room/controlled door) with some sort of interrogation equipment.

An example of an off-line system is the U.S. Postal Service. In order to get information from Los Angeles to New York via the mail, the information must first be written on paper. The paper must then be carried from Los Angeles to New York. The information exchange takes place eventually, but only through a labor-intensive process.

With this established, these two types of electronic **locking** systems can now be compared. At first glance the two may seem comparable because a card is used to unlock a door with equal functionality, but a closeup inspection will support the adage, "It's like trying to compare apples and oranges."

As a general rule, when comparing similar equipment, an on-line system will provide all the features and capabilities of an off-line system and more. Here are a few additional features:

- * An on-line system gives guests the ability to use their personal credit card or a coded **hotel** card as their room key.

- * An on-line system can integrate with the property-management system to streamline check-in/-out procedures. This integration is transparent to the **hotel** guest and front-desk clerk. It eliminates all card-making

equipment at the front desk, reduces operator training time and the likelihood of errors.

- * Employee-access privileges are not tied to a security access level, but rather to an individual's job responsibilities based on a management decision. **Hotel** management can quickly and easily create individual employee cards. Management can thus specify which employees can go where, and when, allowing managers to think like managers, not like **locksmiths**.

They also will experience increased productivity by using the tracing feature for employee activities and give them a one-of-a-kind job-evaluation tool not available in any other system.

- * All card-readers are in real-time communications with each other via **wireless** radio frequency signals - this is a communication system with no wires between rooms or from rooms back to the central computer.

Every time an employee or guest enters a room or controlled area, the card-reader sends a record to the central computer's permanent storage. This log gives **hotel** management the ability to generate reports at the central computer showing who went where and when. The employees' activities go directly into their personal files for future review.

- * If an employee attempts to enter an area at an unauthorized time, or an area for which they are not authorized at all, the card-reader will not unlock that door and a record of the attempt will be sent to the central computer.

- * Changes in employee cards are made at the central computer or at a remote terminal designated for that department only.

For example, the general manager's card would probably allow access to all rooms, 24 hours a day, seven days a week. If the g.m. loses the card, the lost card can be deleted from his file and a replacement card issued in minutes.

The central computer automatically notifies all the cardreaders of the change. With an off-line system, in the event of a lost card, a trip must be made to each affected door in order to manually change the **lock** code.

- * Each guestroom door has a built-in intrusion alarm. The system will alert management of a forced entry through a controlled door (opening the door by any means other than a valid card).

Management also can determine at the central computer if a **door** is not securely **locked** or has remained open longer than a predetermined amount of time. From a liability standpoint, this feature by itself warrants the use of on-line systems instead of the less expensive off-line systems.

- * The system can monitor guest-room smoke detectors. If a smoke detector is activated in a guestroom, an alarm message is immediately sent to the front desk reporting the exact room that may have a problem.

- * The system can provide HVAC control in the individual guestrooms. The HVAC control can consist of simple on/off control from the front desk or complete guestroom energy-management (with temperature set-backs) based on room unsold, sold and occupied conditions. These options can provide an average of 10 percent to 30 percent savings in guestroom energy consumption.

- * An on-line system is linked via phone lines to a central office for 24-hour service and support. Within minutes, the supplier can diagnose any problems with the central computer or individual guestroom card-reader electronics.

- * Flexibility in the design and theory of operation of the on-line system will allow it to adapt to and incorporate new technology as it evolves, such as smart cards or biometrics.

- * On-line access-control systems are readily available and installed in hotels today.

These are the major operational features and benefits of an on-line system, which differentiate it from off-line/stand-alone electronic

locking systems. Although off-line systems offer substantial improvement over traditional metal keys, they have reached the end of their evolutionary cycle due to the limitations of their design. On-line systems will replace off-line systems, just as off-line systems have replaced metal keys.

In the lodging industry, off-line electronic **locks** have made

obsolete the use of basic metal keys. But due to available and ever-changing technology, these simple electronic **locks** are now themselves obsolete because of on-line/real-time access control systems.

In conclusion, on-line systems can cost-effectively address and help reduce the two largest operational expenses of running a **hotel** - labor and energy.

Michael B. Radell is the sales manager for Security Innovations Inc., an on-line access-control systems supplier.

COPYRIGHT 1995 Advanstar Communications Inc.

INDUSTRY CODES/NAMES: TRVL Travel and Hospitality

DESCRIPTORS: Hotels and motels--Equipment and supplies; Electronic **locking** devices--Evaluation

PRODUCT/INDUSTRY NAMES: 7011000 (Hotels & Motels); 3662364 (Access Control Systems)

SIC CODES: 7011 Hotels and motels

FILE SEGMENT: TI File 148

?

T S3/FULL/17

3/19/17 (Item 17 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01593037 02-44026

On-line locks may set trend toward real-time security

Worcester, Barbara A

Hotel & Motel Management v213n3 PP: 53-54 Feb 16, 1998 ISSN: 0018-6082

JRNL CODE: HOM

DOC TYPE: Journal article LANGUAGE: English LENGTH: 2 Pages

WORD COUNT: 1110

ABSTRACT: Radio-frequency and infrared technologies are being used by electronic- **lock** manufacturers to provide **wireless** on-line security and control throughout hotels. On-line systems consist of individual devices that send information back and forth to a central location in real time. An on-line system can also be interacted to electronic in-room control systems to: work in tandem with individual guestroom smoke detectors to alert the front desk as to which room has a problem, providing heating, ventilation, air conditioning and lighting control for energy management, alert housekeeping to the occupancy status of a room and alert the front desk or security to a location where a door is left open or an area that has been entered by force.

TEXT: What do radio-frequency and infrared technologies have in common? They're both being used by electronic- **lock** manufacturers to provide **wireless** , on-line security and control throughout the **hotel** , including controlled areas.

It's taken the lodging industry some time, but for the most part, off-line electronic **locks** with magnetic-stripe keycards have replaced cylinder **locks** with metal keys at hotels around the world. Industry experts estimate that over the past 10 to 15 years, hotels have invested \$200 million in off-line electronic **locking** systems.

"From 1993 to 1997, conservatively 800,000 guestrooms have been retrofitted with magneticstripe electronic- **lock** card readers," said Joe Rook, executive v.p. for Entry Electronics, Asheville, N.C.

Technology developers are now suggesting that hotels stepup their security efforts and improve operations by moving toward on-line electronic- **locking** systems that interface with the **hotel** 's property-management and in-room energy-management systems. On-line systems, developers say, provide an added level of security, improve productivity, streamline operations and boost the **hotel** 's bottom line.

Off-line vs. on-line

Off-line **locking** systems are stand-alone devices that do not connect to any central intelligence and that do not share information in real time. Most electronic- **lock** vendors, including TESA, Computerized Security Systems, VingCard, Timelox, CISA, Ilco Unican, Nexus and Entry Electronics, manufacture off-line **locks** .

In an off-line environment, a microprocessor in each **door lock** contains a preset series of sequential codes. A console at the front desk encodes the magnetic-stripe keycard with the next code in the **locking** mechanism sequence. Each time the keycard is encoded, it moves to the next level code and blocks past codes and proceeding codes from being written to the card.

Information that needs to be retrieved from an off-line **lock** , such as the last 100 entries to a given room, is extracted manually by walking to the **door lock** and using interrogation equipment.

On-line systems consist of individual devices that send information back and forth to a central location (or a property-management system) in real time.

For example, every time a guest or employee enters a room or controlled area (pool, health club, exterior door, controlled parking), the cardreader sends a record of who accessed that door-together with the time and date of entry-to the central computer's permanent storage. This log gives hotel management the ability to generate reports at the central computer of exactly who went where and when.

An on-line system can also be interfaced to electronic in-room control systems to:

- *work in tandem with individual guestroom smoke detectors to alert the front desk as to which room has a problem;

- *provide heating, ventilation, air conditioning and lighting control for energy management;

- *alert housekeeping to the occupancy status of a room by linking to a motion sensor or infrared occupancy sensor; and

- *alert the front desk or security to a location where a door is left open or an area that has been entered by force.

An on-line system allows hotel guests to have the choice of using their personal credit card or a preencoded hotel card as their room key. There are no pre-set codes, making each magnetic-stripe keycard exclusive to the guest.

Whether a hotel is operating with an on-line or off-line electronic lock, both systems provide basic electronic access to guestrooms and secured areas and both provide major improvements please turn to next page over metal keys.

Electronic lock manufacturers have found a way, however, to turn off-line locks on-line by using infrared technology. Old Lyme, Conn.-based InnCom International, an integrated guestroom control systems company, is allowing off-line electronic lock manufacturers to piggyback off its on-line infrared in-room controls system.

InnCom combines four systems on one network-energy management, guestrooms controls, telephony and electronic locks, according to Michael Franklin, InnCom v.p. of business development.

Through InnCom, off-line guestroom locks connect to a central computer via a wireless infrared link. The locks house a tranceiver that sends and receives signals to an infrared eye in the ceiling above door. This monitors all in-room activity from a single point.

"The beauty of the system is that if a hotel installs an infrared door lock, it automatically has the network in place to provide energy-management, on/off bedside controls (such as lighting, TV, drapes or HVAC) and telephony, without having to do any rewiring or purchasing of an additional system to offer those services," Franklin said. "It's cost-effective because the hotel is leveraging the InnCom network in any of four ways if it chooses."

For a hotel to convert an offline lock to an on-line system, it must retrofit or upgrade to an infrared lock and purchase the InnCom network.

The Opryland Hotel in Nashville was the first hotel to install the InnCom network with its central electronic lock feature. By blending VingCard's Sargent 45 stand-alone electronic infrared lock with the InnCom system, the hotel is now providing an on-line system.

"The InnCom network provides unlimited audit trail capability and real-time tracking of individual employees," Franklin said. "And, it alerts the front desk to potential security threats if a guestroom door is left open or if there's been forced entry. The system also cancels guest cards automatically at check-out, despite the scheduled expiration date."
No third party

Rancho Dominguez, Calif.-based Security Innovations markets an on-line electronic **locking** system that doesn't require a third party to interface to the PMS. Called Access-Plus, the system uses radio-frequency communications to send signals from the guestroom **lock** mechanism to the central PMS. 7

Hotels from all market segments are using the Security Innovations on-line system: Arizona Biltmore, Phoenix; Sleep Inn, Fort Meyers, Texas; Radisson Suites, Bakersfield, Calif.; Travelers Inn, Palm Desert, Calif; and the Clarion **Hotel** & Casino in Reno, Nev., to name a few.

Like InnCom, Access-Plus has the technology in place to provide complete energy-management and alarm monitoring functionality. No additional wiring is necessary to activate the energy features.

Unlike the **wireless** communications provided by infrared and radio-frequency technology, Montreal-based Ilco Unican markets a hard-wired on-line electronic **locking** system. The hard-wired **lock** is installed at the Mirage in Las Vegas, The Plaza in New York, Little America Hotels and the L'Ermitage **Hotel** in Beverly Hills.

Tom Caudill, national sales manager for Ilco Unican, said that with a hard-wired system, hoteliers don't run the risk of interference from structural conditions that may block RF or infrared frequencies.

Experts say that while interfacing to the PMS is a benefit for hotels looking to harness information in real-time, on-line technology is more expensive and the return on investment may not come as quickly as **hotel** managers would expect. Therefore, the idea of another upgrade in **locking** technology may not be met with open arms.

"The industry has invested too much in [off-line] technology to change out any time soon," Entry Electronics' Rook said.

THIS IS THE FULL-TEXT. Copyright Advanstar Communications Inc 1998
GEOGRAPHIC NAMES: US

DESCRIPTORS: Hotels & motels; Security management; Security systems; Radio frequency; Infrared radiation; Technological change; **Locks** & keys

CLASSIFICATION CODES: 9190 (CN=United States); 8380 (CN=Hotels & restaurants); 5250 (CN=Telecommunications systems); 5140 (CN=Security)

?

L Number	Hits	Search Text	DB	Time stamp
1	1	HOTEL adj CHECK-IN.ti. and WIRELESS adj COMMUNICATION.ti.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:11
2	22	5614703.URPN.	USPAT	2004/03/02 13:03
3	2	5979754.URPN.	USPAT	2004/03/02 13:08
4	3	6259352.URPN.	USPAT	2004/03/02 13:10
5	4	("5046084" "5146217" "5247160" "5614703").PN.	USPAT	2004/03/02 13:10
6	5	("3801742" "4209782" "5046084" "5089692" "5146217").PN.	USPAT	2004/03/02 13:10
7	1	HOTEL adj CHECK-IN.ti. and WIRELESS adj COMMUNICATION	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:11
8	2	HOTEL and CHECK-IN.ti. and WIRELESS adj COMMUNICATION	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:12
9	4	HOTEL and CHECK-IN.ab. and WIRELESS adj COMMUNICATION	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:14
10	6	HOTEL and CHECK-IN.ab. and WIRELESS and lock\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:15
11	9	HOTEL.ti. and WIRELESS and lock\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:17
12	44	HOTEL.ab. and WIRELESS and lock\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:22
13	1	HOTEL and WIRELESS adj lock\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:32
14	47	WIRELESS adj lock\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/03/02 13:51
15	1	("4931789").PN.	USPAT; US-PGPUB	2004/03/02 13:51

SHOW FILES

File 15:ABI/Inform(R) 1971-2004/Mar 01
(c) 2004 ProQuest Info&Learning

File 9:Business & Industry(R) Jul/1994-2004/Mar 01
(c) 2004 Resp. DB Svcs.

File 610:Business Wire 1999-2004/Mar 01
(c) 2004 Business Wire.

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2004/Mar 02
(c) 2004 The Gale Group

File 476:Financial Times Fulltext 1982-2004/Mar 02
(c) 2004 Financial Times Ltd

File 624:McGraw-Hill Publications 1985-2004/Mar 01
(c) 2004 McGraw-Hill Co. Inc

File 621:Gale Group New Prod.Annou.(R) 1985-2004/Mar 01
(c) 2004 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2004/Mar 02
(c) 2004 The Gale Group

File 613:PR Newswire 1999-2004/Feb 29
(c) 2004 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2004/Mar 02
(c) 2004 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 634:San Jose Mercury Jun 1985-2004/Mar 01
(c) 2004 San Jose Mercury News

File 148:Gale Group Trade & Industry DB 1976-2004/Mar 02
(c)2004 The Gale Group

File 20:Dialog Global Reporter 1997-2004/Mar 02
(c) 2004 The Dialog Corp.

File 35:Dissertation Abs Online 1861-2004/Feb
(c) 2004 ProQuest Info&Learning

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

File 65:Inside Conferences 1993-2004/Feb W5
(c) 2004 BLDSC all rts. reserv.

File 2:INSPEC 1969-2004/Feb W4
(c) 2004 Institution of Electrical Engineers

File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
(c) 2003 EBSCO Pub.

File 474:New York Times Abs 1969-2004/Mar 01
(c) 2004 The New York Times

File 475:Wall Street Journal Abs 1973-2004/Mar 01
(c) 2004 The New York Times

File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Jan
(c) 2004 The HW Wilson Co.

File 256:SoftBase:Reviews,Companies&Prods. 82-2004/Jan
(c)2004 Info.Sources Inc

File 348:EUROPEAN PATENTS 1978-2004/Feb W04
(c) 2004 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20040226,UT=20040219
(c) 2004 WIPO/Univentio

File 347:JAPIO Oct 1976-2003/Oct(Updated 040202)
(c) 2004 JPO & JAPIO

?

Set	Items	Description
S1	18	WIRELESS (W2) LOCK AND HOTEL
S2	13	RD (unique items)
S3	30	WIRELESS (W5) LOCK AND HOTEL
S4	20	RD (unique items)
?		

SHOW FILES

File 149:TGG Health&Wellness DB(SM) 1976-2004/Feb W4
(c) 2004 The Gale Group

File 444:New England Journal of Med. 1985-2004/Feb W5
(c) 2004 Mass. Med. Soc.

File 5:Biosis Previews(R) 1969-2004/Feb W4
(c) 2004 BIOSIS

File 73:EMBASE 1974-2004/Feb W4
(c) 2004 Elsevier Science B.V.

File 155:MEDLINE(R) 1966-2004/Feb W4
(c) format only 2004 The Dialog Corp.

File 34:SciSearch(R) Cited Ref Sci 1990-2004/Feb W4
(c) 2004 Inst for Sci Info

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info

File 455:Drug News & Perspectives 1992-2004/Feb
(c) 2004 Prous Science

File 129:PHIND(Archival) 1980-2004/Feb W4
(c) 2004 PJB Publications, Ltd.

File 130:PHIND(Daily & Current) 2004/Mar 02
(c) 2004 PJB Publications, Ltd.

File 74:Int.Pharm.Abs 1970-2004/Feb B2
(c) 2004 Amer.Soc.of Health-Sys.Pharm.

File 42:Pharmaceuticl News Idx 1974-2004/Feb W4
(c)2004 ProQuest Info&Learning

File 625:American Banker Publications 1981-2004/Mar 02
(c) 2004 American Banker

File 637:Journal of Commerce 1986-2004/Mar 01
(c) 2004 Commonwealth Bus. Media

File 169:Insurance Periodicals 1984-1999/Nov 15
(c) 1999 NILS Publishing Co.

File 80:TGG Aerospace/Def.Mkts(R) 1986-2004/Mar 02
(c) 2004 The Gale Group

File 6:NTIS 1964-2004/Feb W5
(c) 2004 NTIS, Intl Cpyrght All Rights Res

File 63:Transport Res(TRIS) 1970-2004/Jan
(c) fmt only 2004 Dialog Corp.

File 635:Business Dateline(R) 1985-2004/Feb 28
(c) 2004 ProQuest Info&Learning

File 570:Gale Group MARS(R) 1984-2004/Mar 02
(c) 2004 The Gale Group

File 22:Employee Benefits 1986-2004/Mar
(c) 2004 Int.Fdn.of Empl.Ben.Plans

File 47:Gale Group Magazine DB(TM) 1959-2004/Mar 02
(c) 2004 The Gale group

File 8:EI Compendex(R) 1970-2004/Feb W4
(c) 2004 Elsevier Eng. Info. Inc.

File 94:JICST-EPlus 1985-2004/Feb W4
(c)2004 Japan Science and Tech Corp(JST)

File 7:Social SciSearch(R) 1972-2004/Feb W4
(c) 2004 Inst for Sci Info

File 268:Banking Info Source 1981-2004/Feb W4
(c) 2004 ProQuest Info&Learning

File 626:Bond Buyer Full Text 1981-2004/Mar 02
(c) 2004 Bond Buyer

File 267:Finance & Banking Newsletters 2004/Mar 01
(c) 2004 The Dialog Corp.

File 139:EconLit 1969-2004/Feb
(c) 2004 American Economic Association

File 608:KR/T Bus.News. 1992-2004/Mar 02
(c)2004 Knight Ridder/Tribune Bus News

?

Set	Items	Description
S1	0	WIRELESS (W2) LOCK AND HOTEL
S2	0	RD (unique items)
S3	1	WIRELESS (W5) LOCK AND HOTEL
S4	1	RD (unique items)
?		


[DIRECTORY](#)
[WEB](#)
[ARTICLES](#)
[Home](#)

SEARCH FOR [Advanced Search](#) · [Help](#)

YOU ARE HERE: [Articles](#) > [All Magazines](#) > [Search](#)

Results for "+"wireless lock" +hotel" from our Sponsors

[About](#)

- **[Wireless Remote Control Laser Lock, Blue - ToysRUs.com](#)**
Shop for a Wireless Remote Control Laser Lock in blue by Kidpower or find other toys for ages 5 to 7 at ToysRUs.com. Check out special offers.
- **[Access Control - CCTV Direct](#)**
Buy access control security products such as a magnetic lock, exit touch sensor bar, weatherproof door keypad, and door release bar from Dyna Lock and Securitron items.
- **[PrinterOn](#)**
Print or fax from a notebook or wireless handheld PDA on any networked printer or fax machine, including select public printers at hotels and airports.
- **[Chicago Orlando Spy Store for Spy Cameras and Equipment](#)**
U-Spy Store carries long play tape recorders, surveillance equipment, lock picks, GPS car tracking devices, voice changers, wireless cameras, and nanny cams.

Results for "+"wireless lock" +hotel" from FindArticles (showing 1 - 1 of 1)

[About](#)

1. **[SAFLOK's innovations maximize access control security. \(Company Profile Advertisement\).\(computer security system, hotels\)](#)** - 2 pages
Now more than ever, security is a key factor in travelers' choice of a hotel. SAFLOK[R]'s cutting edge System 6000[TM] and Messenger[TM] wireless lock...
[► Hotels](#), November 01 2002

1

We're always looking for ways to improve your search experience. [Tell us](#) how we're doing.

Join the Zeal community and help [build the "+"wireless lock" +hotel" Directory Topic](#).

[DIRECTORY](#)
[WEB](#)
[ARTICLES](#)

SEARCH FOR [Advanced Search](#) · [Help](#)

©2003 LookSmart, Ltd. All rights reserved. - [About Us](#) · [Advertise with Us](#) · [Advertiser Log-in](#) · [Privacy Policy](#) · [Terms of Service](#)